

Dee May  
Assistant Vice President  
Federal Regulatory



1300 I Street, NW, Floor 400W  
Washington, DC 20005

Phone 202 515-2529  
Fax 202 336-7922  
dolores.a.may@verizon.com

June 12, 2002

**Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> H Street, SW, Portals  
Washington, DC 20554

Re: Application by Verizon New Jersey For Authorization to Provide In-Region,  
InterLATA Services in New Jersey, CC Docket No. 02-67

Dear Ms. Dortch:

On June 11, 2002, and June 12, 2002, Dee May of Verizon had telephone conversations with Jeff Carlisle, Alexis Johns, Raelynn Tibayan Remy, and Sam Feder of the FCC. In those conversations, Ms. May explained that Verizon had just learned that bill inserts advertising Verizon long distance service were mistakenly mailed to approximately 554,000 customers in New Jersey. The bill insert was included in four of the twenty billing cycles, and was sent to approximately 17% of Verizon New Jersey residence customers.

Verizon discovered this error when one of the bill inserts was received by a Verizon employee. On the same day, Verizon stopped the inclusion of these inserts in any additional bills. Early the next day (July 12), Verizon issued a Service Alert to representatives in its consumer service centers serving New Jersey, informing them of the error and reminding them that any customers calling to inquire about Verizon's long distance service in New Jersey should be advised that Verizon has not gained FCC approval to provide long distance service. (Because customers might ask for Verizon long distance in advance of Verizon's ability to provide it even if they had not received such a letter – for example, if customers heard or saw advertising for Verizon long distance service in New York or Pennsylvania – Verizon has already trained its service representatives to advise customers that Verizon is not authorized to provide long distance services in response to such a request.) Moreover, even if a customer service representative were to try to submit an order to provide Verizon long distance service in New Jersey at this time, long distance calls originating in New Jersey would not go through because such calls would be blocked by the long distance affiliate's switching equipment.

In addition, Verizon immediately began identifying the names and addresses of the customers who received the letter in error. Verizon is preparing a Western Union letter informing those customers that the bill insert was sent erroneously. Verizon is planning to send this corrective letter shortly.

Finally, Verizon will immediately take steps to prevent future mailing errors. Verizon is in the process of developing these processes, and will provide the Commission with an outline of our new processes shortly.

We have attached copies of the service alert and the bill insert. Verizon regrets the error and any confusion or inconvenience that it may have caused. If you have any questions, please do not hesitate to call me. The twenty-page limits does not apply as set forth in DA 02-718.

Sincerely,



Dee May

Attachments

cc: D. Attwood  
J. Carlisle  
M. del Duca  
R. Remy  
B. Olson  
A. Johns  
S. Pie

Announcing the  
**Timeless<sup>SM</sup> Long Distance Plan.**  
10¢ a minute. No monthly fee.  
No hidden charges.

Now that Verizon Long Distance is available in New Jersey, it's time to start paying less for long distance. Just sign up for the Timeless Plan and pay one low, flat rate — all across the country.

Don't worry about the time.  
This rate is good 24/7.

Anytime is the right time to make long distance calls with the Timeless Plan. That's because it's only 10¢ a minute for all your domestic, direct-dialed calls — day or night. There are no monthly fees, minimums or hidden charges. Just the standard taxes and the Universal Service Fund fee will be applied to all domestic and international calls.

One bill. One check.  
One less thing to worry about.

When you sign up for the Timeless Plan, you'll see your local, regional toll and long distance services all together with ONE-BILL<sup>®</sup>. So there's only one check to write each month. And unlike some other long distance carriers, there's no extra charge for this convenience.

There's never been a better time to call.

Sign up for the Timeless Plan by July 31. We'll even cover your switching fee. Call toll free 1 888 257-5467, Mon.-Fri., 8am-12am; Sat., 8am-7pm and Sun., 10am-5pm, EST.

Save even more with our  
e-Values Plan. Exclusively  
at [verizonld.com/evp](http://verizonld.com/evp). Just  
enter priority code 969VLP.



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enter priority code 983712.



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E4

Isn't it  
**time**  
you paid  
**less**  
for  
long distance?

# Service Alert

	Informational	x	Urgent
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**VZ Points:** N/A

**Systems Impacted:** N/A

**Distribution Date:** June 12, 2002

**Effective Date:** Immediately

**To:** **Verizon: Former BA NJ only CSSCs, SRCs, VCCDs, MSSCs**

**Staff Contact:** Christopher D. Curtin 617 743-1816

**Subject:** **Verizon Long Distance Bill Insert To NJ Customers - Sent In Error**

## In Brief . . .

- Recently, approximately 500,000 Verizon New Jersey Customers received a Verizon Long Distance bill insert asking them to call in and sign up for the Verizon Long Distance “Timeless” calling plan. This bill insert was mailed in error. Verizon does not yet have authority to provide long distance services in New Jersey.
- Please apologize to all customers who call the CSSC in response to this bill insert.
- Customers calling the CSSC inquiring about Verizon’ s long distance service should be advised that Verizon has not yet gained FCC approval to offer long distance service.
- Once Verizon Long Distance gains approval to offer long distance a Service Alert will be sent to all consultants notifying them of this important date.

June 12, 2002

Reviewed by: Christopher D Curtin